

GEM Award Frequently Asked Questions:

Can I take the computer gift certificate my supervisor forwarded to me and use it to shop at a store?

No, you must redeem the certificate on-line or by phone with GiftCertificates.com for gift cards from one or more stores. GiftCertificates.Com will mail the store card(s) to you.

When I redeem my certificate, can I get several cards and mix and match the denominations?

Yes, the web site shows each store's card denominations. The various denominations are on the pick-a-store computer page so you can quickly see choices if you want multiple gift cards.

Do they expire?

The GiftCertificates.Com certificate does not expire. Once the employee selects the store card(s) each vendor has their own rules.

What if my gift card(s) is lost or stolen?

Since these are like cash, GiftCertificates.Com will not replace them.

How is the supervisor supposed to keep track of the total non-monetary awards an employee gets?

A supervisor must manually track the dollar value of each GEM Award that is given. If an employee will exceed the \$125.00 limit, the nominee's supervisor should contact the nominating office and inform the office that the nominee's supervisor cannot approve the gift certificate because of the limitation.

What if I don't want the Gift Certificate?

If you do not want the Gift Certificate, you may return it to Energy Finance and Accounting Service Center (HQGiftcard@HQ.DOE.GOV) and they will reverse all transactions and re-gift the Gift Certificate to another employee. If you use the Gift Certificate and get a Gift Card, you have completed the transaction and it cannot be returned.

See GiftCertificates.com website:

<http://giftcards.giftcertificates.com/category/shop+by+category.do>